



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

January 5, 2009

Norene A. Bowers, Sr. VP & Chief Nursing Officer  
Riverside Community Hospital  
4445 Magnolia Avenue  
Riverside, CA 92501

Dear Ms. Bowers:

**RE: FINAL MONITORING VISIT REPORT** for Riverside Healthcare Systems, LLC dba  
Riverside Community Hospital – **ET07-0229**

<b>Date of the Visit:</b>	12/05/08
<b>Beginning/Ending Time:</b>	N/A
<b>Date of Last Visit:</b>	4/11/08
<b>Visit Location:</b>	Via teleconference
<b>Persons in attendance:</b>	Pearl Lee, Director of Education; Shelly Scott, ETP Administrator, all from RCH; and Krista Campion, Contract Analyst, Employment Training Panel
<b>Action Required:</b>	NO

## **CONTRACT INFORMATION:**

<b>Term of Agreement:</b>	12/29/06 – 12/28/08	<b>Agreement Amount:</b>	\$799,200
<b>Training Start Date:</b>	3/27/07	<b>No. to Retain:</b>	444
<b>Date Training must be Completed:</b>	9/28/08	<b>Range of Hours:</b>	24 – 140
<b>Type of Trainee:</b>	SET Retrainee	<b>Weighted Ave. Hours:</b>	100

***ACTION ITEMS REMAINING  
FROM THE PRIOR VISIT:***

***None***

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ETP (05/16/2007)

## **FINAL REPORT SUMMARY**

### **• HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on 2/21/07. Training commenced on this project on 3/27/07 and Ms. Scott confirmed that the last day of ETP training was 9/29/08, which allows for the 90-day retention period to be completed within the term of the Agreement.

There were no Modifications or Amendments processed during the term of the Agreement.

### **• INTERVIEW WITH PEARL LEE, DIRECTOR OF EDUCATION**

This SET project was designed to enhance the competencies of its Registered Nurses (RN's) through training in Business Skills, Computer Skills and Advanced Technology. Ms. Lee reported that, although RCH will not earn reimbursement for the maximum ETP Agreement amount, the ETP training was very effective and beneficial to the company.

She stated that, as a result of the Advanced Technology training, the job skills of the RN's has increased tremendously. Ms. Lee also stated that the Computer Skills training was very beneficial and provided order entry and documentation skills to RN's that the company would not normally have been able to provide.

According to Ms. Lee, RCH was challenged with balancing training needs and staffing schedules, and had to cancel several classes. Additionally, the hospital was challenged with correctly capturing and documenting Clinical/Preceptor training, coupled with personnel changes in the staff to administer the ETP Agreement. Further, during the term of the Agreement, RCH made an unexpected decision to stop taking new graduates into Critical Care, which accounted for a large proportion of the originally planned didactic training. As a result, a significant number of RN's did not complete the minimum number of hours to qualify for reimbursement (see projected earnings below).

## **PROJECT STATUS PROVIDED BY THE CONTRACTOR**

Trainees Started Training:	535
Enrolled:	535
Dropped Following Enrollment:	*361
Completed Minimum Hours:	159
Completed All Training:	159
Completed Retention:	159

\*There are a few more potential drops in this project, which will be reconciled prior to the submission of the closeout invoice.

### **PROJECTED EARNINGS / NUMBER TO RETAIN**

Ms. Scott confirmed that 159 retrainees (36 percent of planned trainees) have completed the minimum number of hours to qualify for reimbursement, which is consistent with the information in the ETP class/lab tracking system. The per trainee reimbursement for class/lab training is based on the total actual number of training hours completed for each trainee, provided the minimum (24) and no more than the maximum (140) class/lab training hours are completed, and all other Agreement terms and conditions are met.

The 159 retrainees referenced above have completed from 24 to 140 hours of class/lab training, for a grand total of 8,342 hours of training. This equates to a potential reimbursement of \$211,276, assuming that all Agreement performance requirements are met. This amount is approximately 26 percent of the Agreement amount.

### **CLOSEOUT INVOICE**

To date, RCH has *earned* and been reimbursed a total of \$206,437 for 157 retrainees. Ms. Campion advised your staff that the closeout invoice should be submitted to the ETP Fiscal Unit in Sacramento no later than 30 days after the end term date of the Agreement or 1/28/09.

### **AUDIT**

RCH will be notified in writing if this agreement is selected for an audit, conducted either at your site (field audit) or by telephone (desk audit or "review"). The Audit Notification and Audit Confirmation letters will be sent in advance to allow ample preparation time and will include a list of documents that will be examined by the auditor. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

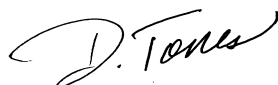
- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

### **RECORD RETENTION**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding the information in this letter, please contact Ms. Campion at 619-686-1917, or at [kcampion@etp.ca.gov](mailto:kcampion@etp.ca.gov), within ten (10) working days from the receipt date of this letter.

Sincerely,



Diana Torres, Manager  
San Diego Regional Office



Krista Campion, Contract Analyst  
San Diego Regional Office

cc: Pearl Lee, Director of Education, RCH  
Kulbir Mayall, Fiscal Manager, ETP  
Master File  
Project File